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Limited Warranty Program

The Limited Warranty applies only to Digitus hardware products sold by Digitus Biometrics, Inc. including its affiliates, authorized resellers, or country distributors.

Digitus guarantees that the products that you have purchased are free from defects in materials or workmanship under normal use during the Limited Warranty period. The Limited Warranty period starts on the date of purchase and extends for 365 days. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your Digitus product is required within the Limited Warranty Period.

During the Limited Warranty period, Digitus will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of Digitus. In the unlikely event that your Digitus hardware product has recurring failures, Digitus, at its sole discretion, may elect to provide you with (a) a repair of your current unit or (b) a replacement of Digitus' choosing that is the same or equivalent to your Digitus hardware product in performance.

During the Limited Warranty period, should you require a repair or replacement of your hardware, you will be required to ship the defective unit to Digitus, at your expense, within five (5) days of making a repair/replacement request. Upon completion of the repair/replacement, Digitus will return the device to you within (5) days at the expense of Digitus Biometrics, Inc.